

Claims

What is claimed is:

1. A method for providing operator services comprising:
 - a) establishing a connection over a switching fabric of a telephony switch for an operator services call from a caller;
 - b) establishing an operator voice session over a packet network with an operator terminal of an operator;
 - c) establishing a monitor voice session over the packet network with a monitor terminal of a monitor;
 - d) providing an interface between the operator voice session and the connection to facilitate a voice interaction between the operator and the caller; and
 - e) sending the voice interaction to the monitor terminal over the monitor voice session to allow the monitor to listen to the voice interaction between the operator and the caller.
2. The method of claim 1 wherein the operator voice session comprises two packet sessions to facilitate bi-directional communications with the operator terminal and the monitor voice session comprises one packet session to facilitate uni-directional communication of the voice interaction to the monitor terminal.
3. The method of claim 1 further comprising receiving a control message to establish the operator voice session, the control message including indicia to establish the monitor voice session.
4. The method of claim 3 wherein the control message is received from a control system of the telephony switch.
5. The method of claim 1 further comprising converting packets received from the operator terminal to time division multiplexed information to send over the connection, and converting time division multiplexed

information from the switching fabric to packets to send over the operator voice session.

- 5 6. The method of claim 1 wherein the connection over the switching fabric connects with a conference port.
7. The method of claim 6 further comprising establishing an additional connection over the switching fabric between the conference port and a telephony interface, which is directly or indirectly coupled to a
10 telephony device of the caller.
8. The method of claim 1 further comprising:
 - 15 a) establishing a second connection over the switching fabric of the telephony switch for a second operator services call from a second caller;
 - b) establishing a second operator voice session over the packet network with the operator terminal of the operator; and
 - 20 c) providing an interface between the second operator voice session and the second connection to facilitate a second voice interaction between the operator and the second caller.
9. The method of claim 1 wherein the switching fabric facilitates time division multiplexed connections.
- 25 10. A system for providing operator services comprising:
 - a) a switching fabric; and
 - b) a gateway associated with the switching fabric and adapted to:
 - 30 i) establish a connection over the switching fabric for an operator services call from a caller;
 - ii) establish an operator voice session over a packet network with an operator terminal of an operator;
 - iii) establish a monitor voice session over the packet network with a monitor terminal of a monitor;

- iv) provide an interface between the operator voice session and the connection to facilitate a voice interaction between the operator and the caller; and
 - v) send the voice interaction to the monitor terminal over the monitor voice session to allow the monitor to listen to the voice interaction between the operator and the caller.
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11. The system of claim 10 wherein the operator voice session comprises two packet sessions to facilitate bi-directional communications with the operator terminal and the monitor voice session comprises one packet session to facilitate uni-directional communication of the voice interaction to the monitor terminal.
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12. The system of claim 10 wherein the gateway is further adapted to receive a control message to establish the operator voice session, the control message including indicia to establish the monitor voice session.
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13. The system of claim 12 wherein the control message is received from a control system of the telephony switch.
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14. The system of claim 10 wherein the gateway is further adapted to:
- a) convert packets received from the operator terminal to time division multiplexed information to send over the connection; and
 - b) convert time division multiplexed information from the switching fabric to packets to send over the operator voice session.
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15. The system of claim 10 further comprising a conference port and wherein the connection over the switching fabric connects with the conference port.
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16. The system of claim 15 further comprising a telephony interface and wherein the gateway is further adapted to establish an additional connection over the switching fabric between the conference port and

the telephony interface, which is directly or indirectly coupled to a telephony device of the caller.

17. The system of claim 10 wherein the gateway is further adapted to:
 - 5 a) establish a second connection over the switching fabric of the telephony switch for an operator services call from a second caller;
 - b) establish a second operator voice session over the packet network with the operator terminal of the operator; and
 - 10 c) provide an interface between the second operator voice session and the second connection to facilitate a second voice interaction between the operator and the second caller.
18. The system of claim 10 wherein the switching fabric facilitates time
15 division multiplexed connections.
19. A system for providing operator services comprising:
 - a) means for establishing a connection over a switching fabric of a telephony switch for an operator services call from a caller;
 - 20 b) means for establishing an operator voice session over a packet network with an operator terminal of an operator;
 - c) means for establishing a monitor voice session over the packet network with a monitor terminal of a monitor;
 - d) means for providing an interface between the operator voice
25 session and the connection to facilitate a voice interaction between the operator and the caller; and
 - e) means for sending the voice interaction to the monitor terminal over the monitor voice session to allow the monitor to listen to the voice interaction between the operator and the caller.
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20. The system of claim 19 wherein the operator voice session comprises two packet sessions to facilitate bi-directional communications with the operator terminal and the monitor voice session comprises one packet

session to facilitate uni-directional communication of the voice interaction to the monitor terminal.

21. The system of claim 19 further comprising means for receiving a control message to establish the operator voice session, the control message including indicia to establish the monitor voice session.
22. The system of claim 21 wherein the control message is received from a control system of the telephony switch.
23. The system of claim 19 further comprising means for converting packets received from the operator terminal to time division multiplexed information to send over the connection, and means for converting time division multiplexed information from the switching fabric to packets to send over the operator voice session.
24. The system of claim 19 further comprising:
- a) means for establishing a second connection over the switching fabric of the telephony switch for an operator services call from a second caller;
 - b) means for establishing a second operator voice session over the packet network with the operator terminal of the operator; and
 - c) means for providing an interface between the second operator voice session and the second connection to facilitate a second voice interaction between the operator and the second caller.